



Introduction to ICT مقدمة في تقنية المعلومات Grade 10

نبي
اقتصادي
المستقبل



• Semester 2



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قَسَمًا بِمَنْ نَشَرِ الضِّيَاءَ
تَسْمُو بِرُوحِ الْأَوْفِيَاءِ
وَعَلَى ضِيَاءِ الْأَنْبِيَاءِ
عِزُّ وَأَمْجَادُ الْإِبَاءِ
حُمَاتُنَا يَوْمَ النِّدَاءِ
جَوَائِحُ يَوْمِ الْفِدَاءِ

قَسَمًا بِمَنْ رَفَعَ السَّمَاءَ
قَطَرُ سَتَبَقَى حُرَّةً
سِيرُوا عَلَى نَهْجِ الْأَلَى
قَطَرُ بِقَلْبِي سِيرَةً
قَطَرُ الرِّجَالِ الْأَوَّلِينَ
وَحَمَائِمُ يَوْمِ السَّلَامِ

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About this Learner Resource

The purpose of this Learner Resource is to provide you with the underpinning knowledge required to assist you in completing assessment/s in Introduction to ICT Part B.

This Learner Resource also contains activities for you to test your knowledge and examples of skills application.

Throughout this Learner Resource you will see an icon that identifies important information, provides opportunities to test your knowledge and practice skills as well as suggested times to begin a formal assessment. This icon is displayed as follows:



Practice

This icon is used to highlight an ideal time to test your knowledge or practise what you have learnt.

How will I be assessed?

In order to achieve competency in Introduction to ICT Part B you will need to demonstrate the skills and knowledge required for the unit.

Your teacher will decide with you how and when you will be assessed.

Copyright

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About this unit

Welcome to the Learner Resource for Introduction to ICT – Part B. In this Learner Resource you will be learning about using a range of software application programs for word processing, spreadsheets, power point, email and Internet applications.

It is suggested that to meet all the requirements of Introduction to ICT Part B you will need to complete the following tasks:

- Read the information contained in this Learner Resource.
- Complete the activities.
- Complete all the required assessment/s for this unit.

The topics in this Learner Resource are:

- Word processing applications
- Proofreading
- Spreadsheet applications
- Power point applications



Introduction

You are about to continue a vocational course where you will be required to demonstrate your competency in accessing, amending, saving and printing a variety of workplace documents using word processing, spreadsheet, powerpoint, electronic mail and Internet search software applications.



In semester one you learnt basic keyboarding skills which required you to use the correct fingers on the keyboard. We started with the home row and then moved to the top and bottom rows. If you learnt this skill correctly, you would be using all of your fingers to type all the keys.

The alternative one or two finger approach is much slower.

You should regularly practise your keyboarding skills using the correct fingers to type the keys.



Practice

Practice activity 1

Enter the home row keys on to the blank keys below.

Home	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Row
------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	-----

Enter the blank keys on the top and bottom rows.

Home		<input type="text"/>			<input type="text"/>			<input type="text"/>			Row
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
		<input type="text"/>			<input type="text"/>			<input type="text"/>			

Practise your keyboarding skills using the Key Blaze typing tutor.

Complete the following word processing activity.



Practice

Practice activity 2

Type the following paragraph using Arial and 12 pt font and then make the changes below.

Zubarah, also called Al Zubarah or Az Zubarah, is a ruined and deserted town located on the north western coast of the Qatar peninsula in the Madinat ash Shamal municipality, about 105 km from the Qatari capital of Doha. The town was founded by merchants from Kuwait in the mid 18th century.

Amendments

- Change the font for the whole paragraph to Times New Roman 12 pt.
- Change the first word of the paragraph, Zubarah, to bold.
- Delete the word town at the beginning of the second line and replace it with village.
- Insert a heading called Zubarah Fort. Centre, underline and bold the heading.
- Change the heading to 14pt font.

Proofreading is a valuable skill. It is important that you proofread your draft before submitting it for approval. A simple trick to assist in proofreading is to read your work backwards ie start from the last word and read one word at a time backwards. You are more likely to pick up spelling and typographical mistakes in this way.



Practice

Practice activity 3

Proofread the following paragraph. You should be able to identify seven errors. Circle each of the errors.

Zubarah, also called Al Zubarah or Az Zubarah, is a ruind and deserted town located on the north western cost of the Qatar peninsula in the Madinat ash Shamal municipality, about 105 km from the Qatari capital of doha. The town was fonded by merchants from Kuwat in the mid 18th century.

Students or employees working on a computer for any length of time should pay special attention to 'workplace ergonomics'. Workplace ergonomics refer to the way in which your working environment affects your performance and your health.





Practice

Practice activity 4

Complete the ergonomic checklist below and answer the questions about your current workstation.

	Yes	No
Do you have an individual workstation?		
Is there enough space around your furniture to gain access to the workstation and move around it comfortably?		
Is your desk large enough to accommodate all your work?		
Is your desk at the correct height?		
Is your chair comfortable and could be adjusted ?		
Is your computer screen at a comfortable reading distance?		
Is the height and angle of your monitor correct?		
Is there sufficient space to move your mouse effectively?		
Is the keyboard angled correctly?		
Do you have to twist your neck to see your work?		
Are document holders available?		
Can you place your feet on the floor or is there a footrest available?		
Is the monitor clean and the image stable?		
Does your monitor reflect glare from windows and other objects?		
Is the lighting satisfactory, not too bright or too dull?		

Word processing

Word processing requires a computer application that enables the composition, editing, formatting and sometimes printing of any sort of a written material.

We will use the Microsoft Office Word application for our word processing tasks.

Your teacher will instruct you to complete the following activities using appropriate word processing skills.



Practice

Practice activity 5

Turn on your computer and login using your username and password.

Open the Microsoft Office Word program.

Create a subfolder called 'Word processing' in the 'semester one' subfolder.

Type the following document.

Save the document as 'Tall Towers 1' in the word processing subfolder.

Another Race Skywards

Building the world's tallest tower is a matter of pride for countries and the Middle East nations can't deny their fixation in this matter.

Saudi Arabia, Kuwait, China, Azerbaijan and Pakistan all have announced their plans to build the tallest tower in the world, each trying to surpass each other and take away the coveted slot from Dubai's Burj Khalifa, currently the tallest tower in the world.

Any country that boasts the world's tallest tower will be able to gain immediate attention and put itself on the global map.



Practice

Practice activity 6

Retrieve the file named 'Tall Towers 1' that you created and saved in the last activity.

Proofread your work to make sure there are no typing or spelling mistakes.

It is very easy to overlook errors. Read your work from the bottom up rather than from the top down. This way you are more likely to read each word at a time and identify any errors.

Have your teacher or another student check your work also.

Correct your work and resave before exiting the program.



Practice

Practice activity 7

Retrieve the file named 'Tall Towers 1' that you proofread and saved in the last activity.

Make the following changes to your work.

- The heading to be centred, bold, font face Arial and font size 16.
- The remainder of the document to be Arial and font size 12.

Save your work as 'Tall Towers 2' in the same subfolder.

Your work should look like the example below.

Another Race Skywards

Building the world's tallest tower is a matter of pride for countries and the Middle East nations can't deny their fixation in this matter.

Saudi Arabia, Kuwait, China, Azerbaijan and Pakistan all have announced their plans to build the tallest tower in the world, each trying to surpass each other and take away the coveted slot from Dubai's BurjKhalifa, currently the tallest tower in the world.

Any country that boasts the world's tallest tower will be able to gain immediate attention and put itself on the global map.



Practice

Practice activity 8

Retrieve the file named 'Tall Towers 2' that you amended and saved in the last activity.

Make the following changes to your work.

- Underline the heading and change the colour to blue.
- Put the names of the countries in italics.
- Change the Burj Khalifa to bold and italics.

Save your work as 'Tall Towers 3' in the same subfolder.

Your work should look like the example below.

Another Race Skywards

Building the world's tallest tower is a matter of pride for countries and the Middle East nations can't deny their fixation in this matter.

Saudi Arabia, Kuwait, China, Azerbaijan and Pakistan all have announced their plans to build the tallest tower in the world, each trying to surpass each other and take away the coveted slot from Dubai's ***Burj Khalifa***, currently the tallest tower in the world.

Any country that boasts the world's tallest tower will be able to gain immediate attention and put itself on the global map.



Practice

Practice activity 9

Retrieve the file named 'Tall Towers 3' that you amended and saved in the last activity.

Insert the following paragraph so that it becomes paragraph number three.

To a question on why countries are vying to build the tallest tower in the world, Craig Plumb of Jones Lang LaSalle, says: 'This is not just the Middle East phenomena – real estate developers the world over have been fixated by building the world's tallest tower ever since the advent of the lift made high-rise development possible.'

Use the Find and Replace function to delete the word build and replace with the word construct.

Save your work as 'Tall Towers 4' in the same subfolder.

Your work should look like the example below.

Another Race Skywards

Building the world's tallest tower is a matter of pride for countries and the Middle East nations can't deny their fixation in this matter.

Saudi Arabia, Kuwait, China, Azerbaijan and Pakistan all have announced their plans to construct the tallest tower in the world, each trying to surpass each other and take away the coveted slot from Dubai's Burj Khalifa, currently the tallest tower in the world.

To a question on why countries are vying to construct the tallest tower in the world, Craig Plumb of Jones Lang LaSalle, says: 'This is not just the Middle East phenomena – real estate developers the world over have been fixated by building the world's tallest tower ever since the advent of the lift made high-rise development possible.'

Any country that boasts the world's tallest tower will be able to gain immediate attention and put itself on the global map.



Practice

Practice activity 10

Retrieve the file named 'Tall Towers 4' that you amended and saved in the last activity.

Insert the following paragraph as the last paragraph.

In reality, only Kingdom holding Company has commenced work on the 1,000 metre high Kingdom Tower in Riyadh, which is set to overtake Burj Khalifa by 2017.

Delete the fourth paragraph.

Save your work as 'Tall Towers 5' in the same subfolder.

Your work should look like the example below.

Another Race Skywards

Building the world's tallest tower is a matter of pride for countries and the Middle East nations can't deny their fixation in this matter.

Saudi Arabia, Kuwait, China, Azerbaijan and Pakistan all have announced their plans to build the tallest tower in the world, each trying to surpass each other and take away the coveted slot from Dubai's Burj Khalifa, currently the tallest tower in the world.

To a question on why countries are vying to build the tallest tower in the world, Craig plumb of Jones Lang LaSalle, says: 'This is not just the Middle East phenomena – real estate developers the world over have been fixated by building the world's tallest tower ever since the advent of the lift made high-rise development possible.'

In reality, only Kingdom Holding Company has commenced work on the 1,000 metre high Kingdom Tower in Riyadh, which is set to overtake Burj Khalifa by 2017.



Practice

Practice activity 11

Create a new document and type the following paragraphs:

The Aspire Tower, also known as Torch Tower, is a -300metre (984 ft) tall skyscraper located in the Doha Sports City complex in Doha, Qatar.

Designed by architect Hadi Simaan and AREP and engineer Ove Arup and Partners, the tower served as the focal point for the 15th Asian Games hosted by Qatar in December 2006.

The Aspire Tower is currently the tallest structure and building in Doha and Qatar, but it is expected to be surpassed by the Dubai Towers Doha and the Barwa Tower. The tower has also been known as Khalifa Sports Tower, Doha Olympic Tower or the Torch.

Save your work as '*Aspire Towers 1*' in the semester one subfolder.



Practice

Practice activity 12

Retrieve the document '*Aspire Tower 1*'.

Proofread your work to ensure you have no errors.

Have your Teacher or a classmate check your work.

Insert a heading **ASPIRE TOWER** all in upper case.

The heading should be in bold, underlined, Times New Roman and 18 pt.

The remainder of the document should be in Times New Roman, 12 pt.

Check your work to ensure it is the same as the example below.

Save as '*Aspire Tower 2*'.

ASPIRE TOWER

The Aspire Tower, also known as Torch Tower, is a -300metre (984 ft) tall skyscraper located in the Doha Sports City complex in Doha, Qatar. Designed by architect Hadi Simaan and AREP and engineer Ove Arup and Partners, the tower served as the focal point for the 15th Asian Games hosted by Qatar in December 2006.

The Aspire Tower is currently the tallest structure and building in Doha and Qatar, but it is expected to be surpassed by the Dubai Towers Doha and the Barwa Tower. The tower has also been known as Khalifa Sports Tower, Doha Olympic Tower or the Torch.



Practice

Practice activity 13

Retrieve the document '*Aspire Tower 3*'.

Change the margins to the wide setting.

Change the line spacing to 1.5.

Add the following as the last paragraph.

The tower was a landmark of the 2006 Asian Games due to its size and proximity to the main venue, the Khalifa International Stadium. The tower housed the Asian Games flame during the games and holds the record for tallest ever games flame and highest positioning of a games flame, which was visible throughout Doha for the duration of the games.

Your work should like the example below.

Save as '*Aspire Tower 4*'.

ASPIRE TOWER

The Aspire Tower, also known as Torch Tower, is a -300metre (984 ft) tall skyscraper located in the Doha Sports City complex in Doha, Qatar. Designed by architect Hadi Simaan and AREP and engineer Ove Arup and Partners, the tower served as the focal point for the 15th Asian Games hosted by Qatar in December 2006.

The Aspire Tower is currently the tallest structure and building in Doha and Qatar, but it is expected to be surpassed by the Dubai Towers Doha and the Barwa Tower. The tower has also been known as Khalifa Sports Tower, Doha Olympic Tower or the Torch.

The tower was a landmark of the 2006 Asian Games due to its size and proximity to the main venue, the Khalifa International Stadium. The tower housed the Asian Games flame during the games and holds the record for tallest ever games flame and highest positioning of a games flame, which was visible throughout Doha for the duration of the games.



Practice

Practice activity 14

Retrieve the document '*Aspire Tower 4*'.

Change the heading to Torch Tower.

Centre the new heading 'Torch Tower' and change to upper case for the first letter in each word. Change the colour of the heading to green.

Change the line spacing to 1.15.

Select and delete the second sentence in the first paragraph.

Your work should like the example below.

Save as '*Aspire Tower 5*'.

Torch Tower

The Aspire Tower, also known as Torch Tower, is a -300metre (984 ft) tall skyscraper located in the Doha Sports City complex in Doha, Qatar.

The Aspire Tower is currently the tallest structure and building in Doha and Qatar, but it is expected to be surpassed by the Dubai Towers Doha and the Barwa Tower. The tower has also been known as Khalifa Sports Tower, Doha Olympic Tower or the Torch.

The tower was a landmark of the 2006 Asian Games due to its size and proximity to the main venue, the Khalifa International Stadium. The tower

housed the Asian Games flame during the games and holds the record for

tallest ever games flame and highest positioning of a games flame, which was visible throughout Doha for the duration of the games.



Practice

Practice activity 15

Prepare the following brochure.

Unless otherwise stated, use Arial font and 12 pt, centered.

Q-Communication is to be all in upper case, bold, and 20 pt.

Line 4 to be in bold, Tahoma font and 16 pt.

The last three lines to be in bold and 14 pt.

Save the document as 'Qcom 1' in your semester one subfolder.

Q-COMMUNICATION

Qatar's largest supplier of communication equipment Introduces

2012 - 2013 New Product Range

Qatar Convention Centre

15 – 13 November 2013

10.00 am – 10.00 pm

Visit daily workshops on the latest in

Marine communication

Networking your home computer

Satnav for company cars



Practice

Practice activity 16

Retrieve the document 'Qcom1'.

Change the dates to 12 – 18 October.

Change Qatar Convention Centre to bold.

Change the paper size to Q5 and portrait size.

Include a light shaded colour so that the print is still easily seen and read.

Review the document using the print preview function.

Save the amended document as 'Qcom2'.



Practice

Practice activity 17

Type the following brochure using Arial font and 12 pt.

The heading is to be in bold and centred.

Save as '*Nissan 1*' in your semester one subfolder.

Qatar Nissan Unveils Game-Changing 2013 Altima

Today Nissan unveils the 'class above', the all-new 2013 Nissan Altima.

A modern and charismatic vehicle, the Altima delivers on quality and reliability and adds new levels of innovation, fuel-efficiency, dynamic performance and premium style. The new Altima offers numerous segment defining attributes that enhance the ownership experience and provide real customer value.



Practice

Practice activity 18

Retrieve the '*Nissan 1*' document.

Add the following to the bottom of the brochure.

CARS

- New Micra
- Sunny
- Maxima
- SUVs
- Pathfinder
- X Trail

CROSSOVERS

- Murano

LCVs

- Navara
- Pickup

Check that your work looks like the example over the page.

Save the brochure as '*Nissan 2*'.

Qatar Nissan Unveils Game-Changing 2013 Altima

Today Nissan unveils the 'class above', the all-new 2013 Nissan Altima.

A modern and charismatic vehicle, the Altima delivers on quality and reliability and adds new levels of innovation, fuel-efficiency, dynamic performance and premium style. The new Altima offers numerous segment defining attributes that enhance the ownership experience and provide real customer value.

CARS

- New Micra
- Sunny
- Maxima
- SUVs
- Pathfinder
- X Trail

CROSSOVERS

- Murano

LCVs

- Navara
- Pickup



Practice

Practice activity 19

Retrieve the '*Nissan 2*' document.

Change the heading to Times New Roman and 16 pt.

Add the Altima 2013 to the 'Cars' section between the Sunny and the Maxima.

Add Patrol to the end of the SUVs section.

Add Qashqai to the Crossovers section.

Add Urvan to the LCVs section between the Navara and the Pickup.

Add and centre the following heading in bold above the list of cars:

- Call today to test drive from our full range of Nissan vehicles.

Your brochure should now look like the example over the page.

Save the brochure as '*Nissan 3*'

Qatar Nissan Unveils Game-Changing 2013 Altima

Today Nissan unveils the 'class above', the all-new 2013 Nissan Altima.

A modern and charismatic vehicle, the Altima delivers on quality and reliability and adds new levels of innovation, fuel-efficiency, dynamic performance and premium style. The new Altima offers numerous segment defining attributes that enhance the ownership experience and provide real customer value.

Call today to test drive from our full range of Nissan vehicles

CARS

- New Micra
- Sunny
- Altima 2013
- Maxima

SUVs

- Pathfinder
- X Trail
- Patrol

CROSSOVERS

- Murano
- Qashqai

LCVs

- Navara
- Urvan
- Pickup



Practice

Practice activity 20

Retrieve the '*Nissan 3*' document.

Find a suitable graphic and insert it into a text box that you create in the white space in the brochure.

Save the brochure as '*Nissan 4*'.



Practice

Practice activity 21

Retrieve the document '*Qcom 3*'.

Edit the brochure to allow sufficient space to insert a graphic.

Create a text box and insert a graphic suitable for this brochure.

Save the brochure as '*Qcom 4*'.



Practice

Practice activity 22

Create the following table.

Name	
Age	
Address	
Telephone	
Interests	
School	
Favourite subject	
Favourite food	

Save as '*Personal details 1*'.



Practice

Practice activity 23

Retrieve the document '*Personal details 1*'.

Complete the details in the table using the Cambria font and 12 pt.

Change the headings down the side into bold.

Save the completed table as '*Personal details 2*'.



Practice

Practice activity 24

Create the following table using Arial font and 12 pt.

Registered Islamic Banks in Qatar (September 2011)				
No	Name of bank	Est. in	Capital Account (Million QR)	Total Assets (Million QR)

Save as '*Banks1*'.



Practice

Practice activity 25

Retrieve 'Banks1'.

Enter the following data.

Change the main heading to bold and 14 pt.

Currency amounts to be right aligned.

Registered Islamic Banks in Qatar (September 2011)				
No	Name of bank	Est. in	Capital Account (Million QR)	Total Assets (Million QR)
1	Qatar Islamic Bank	1983	10,026	54,388
2	Qatar International Islamic Bank	1991	4,290	23,212
3	Masraf Al Rayan	2006	7,105	50,432
4	Barwa Bank	2009	2,753	15,703

Save as 'Banks1'.



Practice

Practice activity 26

Retrieve 'Banks2'.

Sort the table into alphabetical order according to bank name.

Check your answer with your teacher or another student.

Save as 'Banks3'.

Sort the table in descending order according to total assets.

Check your answer with your teacher or another student.

Save as 'Banks4'.

Creating a spreadsheet

A spreadsheet is a computerised representation of rows and columns. This is one of the simplest ways for numerical data to be presented.

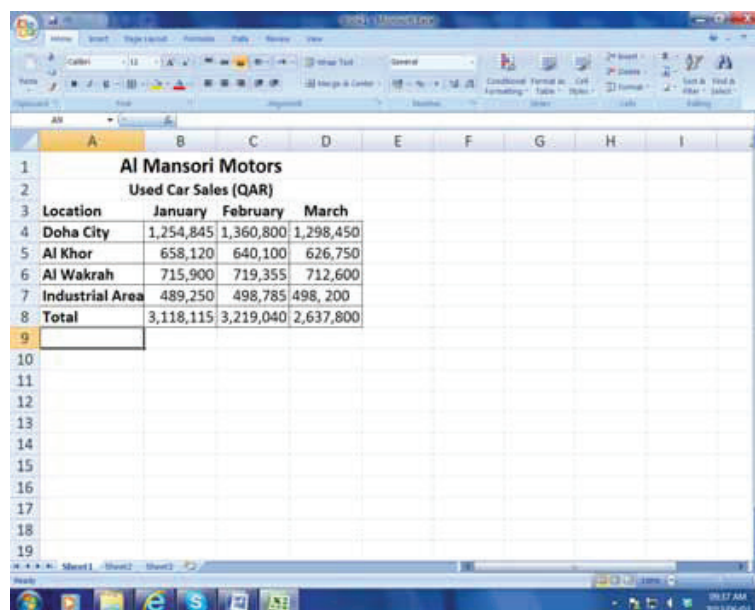
Spreadsheets can be used for a wide variety of tasks, ranging from simply adding up a column of numbers to producing complex business models.

The coordinates of the rows and columns is known as a cell eg A3 or B4 or AB62. Both numeric and text data can be stored in each cell.

Refer to the spreadsheet on the following page. Column B shows the January sales. Row 4 shows the monthly sales for Doha City. The cursor is located on cell A9 (note how the co-ordinates are highlighted). Cell B8 contains the total January sales. Cell D4 shows the March sales for Doha City.

Formulas enable calculations to be performed using the numeric contents of cells.

This spreadsheet shows the total monthly car sales for Al Mansori Motors. A formula is inserted into cells B8, C8 and D8 adding the contents of the cells above.



Location	January	February	March
Doha City	1,254,845	1,360,800	1,298,450
Al Khor	658,120	640,100	626,750
Al Wakrah	715,900	719,355	712,600
Industrial Area	489,250	498,785	498,200
Total	3,118,115	3,219,040	2,637,800



Practice

Practice activity 27

Open your spreadsheet application and enter the data below. Move from cell to cell using the tab key or your mouse.

Use your mouse to make column A wider to enable all the text to be displayed.

	A	B	C	D
1	Doha City	1,254,845	1,360,800	1,298,450
2	Al Khor	658,120	640,100	626,750
3	Al Wakrah	715,900	719,355	712,600
4	Industrial Area	489,250	498,785	498, 200
5				

Save a copy of the spreadsheet as '*Table 1*' in a new subfolder called spreadsheets in the Semester two subfolder.

We will now learn some basic spreadsheet techniques by completing the following activities.



Practice

Practice activity 28

Retrieve the spreadsheet 'Table 1'.

Change the font style of the text data to bold.

Insert three new rows at the top of the table and enter the following:

	A	B	C	D
1	Al Mansori Motors			
2	Used Car Sales (QAR)			
3	Location	January	February	March

Merge and centre the heading in row 1 across columns A to D ie across the range A1:D1. Change the font size to 16 and bold.

Merge and centre the sub-heading in row 2 across the range A2:D2.

Change the font to bold.

Change the column headings across the range A3:D3 to bold.

Re-save your work with the same name.

Your work should look like the example at the bottom of the next page.



Practice

Practice activity 29

Retrieve the spreadsheet 'Table 1'.

Change the worksheet name to 'ver 1'.

Using the 'Ctrl' key and mouse, move the contents from this worksheet into worksheet number 2.

Rename the second worksheet 'ver 2'.

In worksheet 'ver 2', make the following amendments:

- delete the contents of row 7 – 'Industrial area'
- insert a new blank row between Doha City and Al Khor
- cut and paste the contents for Al Wakrah into the new blank row
- in the row that is now blank add the following:

Al Rayaam	386,900	392,665	401,115
-----------	---------	---------	---------

Re-enter the formula to total each column.

Your spreadsheet should be the same as the example below.

Al Mansori Motors			
Used Car Sales (QAR)			
Location	January	February	March
Doha City	1,254,845	1,360,800	1,298,450
Al Wakrah	715,900	719,355	712,600
Al Khor	658,120	640,100	626,750
Al Rayaam	386,900	392,665	401,115
Total	3,015,765	3,112,920	3,038,915

Resave your work.



Practice

Practice activity 30

Create a new spreadsheet and enter the data below.

The heading is to be font size 18pt and centred and merged above the first 6 columns.

Save as 'Sales budget'.

Qatar Computer Sales and Service					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Revenue					
Sales	225,315	226,784	231,408		
Service fees	187,055	154,397	119,215		
Expenses					
Accounting fees	1,213	1,842	1,630		
Advertising		12,115			
Cartage	815	2,360	4,806		
Delivery expenses	2,800	2,655	2,112		
Electricity	6,228	8,956	7,337		
Freight	1,983	3,704	2,684		
General expenses	12,853	19,734	22,516		
Insurance	2,100	2,100	2,100		
Rates and taxes	25,689	23,134	22,492		
Wages and salaries	121,200	123,874	121,200		



Practice

Practice activity 31

Retrieve the 'Sales budget' spreadsheet.

Add the Qtr 4 figures.

Insert a formula to total the 4 quarters for each revenue and expense item.

Re-save your work.

Qatar Computer Sales and Service					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Revenue					
Sales	225,315	226,784	231,408	237,616	
Service fees	187,055	154,397	119,215	112,616	
Expenses					
Accounting fees	1,213	1,842	1,630	2,415	
Advertising		12,115		18,481	
Cartage	815	2,360	4,806	4,287	
Delivery expenses	2,800	2,655	2,112	3,248	
Electricity	6,228	8,956	7,337	7,966	
Freight	1,983	3,704	2,684	3,470	
General expenses	12,853	19,734	22,516	20,864	
Insurance	2,100	2,100	2,100	2,100	
Rates and taxes	25,689	23,134	22,492	27,834	
Wages and salaries	121,200	123,874	121,200	125,975	



Practice

Practice activity 32

Retrieve the 'Sales budget' spreadsheet.

Check that your spreadsheet has the same totals as the example below.

Qatar Computer Sales and Service					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Revenue					
Sales	225,315	226,784	231,408	237,616	921,123
Service fees	187,055	154,397	119,215	112,616	573,283
Expenses					
Accounting fees	1,213	1,842	1,630	2,415	7,100
Advertising		12,115		18,481	30,596
Cartage	815	2,360	4,806	4,287	12,268
Delivery expenses	2,800	2,655	2,112	3,248	10,815
Electricity	6,228	8,956	7,337	7,966	30,487
Freight	1,983	3,704	2,684	3,470	11,841
General expenses	12,853	19,734	22,516	20,864	75,967
Insurance	2,100	2,100	2,100	2,100	8,400
Rates and taxes	25,689	23,134	22,492	27,834	99,149
Wages and salaries	121,200	123,874	121,200	125,975	492,249

In cell F7, insert a formula to add the total sales and service fees.

In cell F20, insert a formula to add the total expenses.

In cell A21 insert the text 'Profit' and in cell F21 insert a formula to deduct the total expenses from the total revenue.

Check that your final profit figure is 715,534.

Resave your work.



Practice

Practice activity 33

Retrieve the 'Sales budget' spreadsheet.

Apply gridlines to all cells.

Change the Service Fees revenue to the following figures

Service Fees	185,055	157,397	119,220	112,600
--------------	---------	---------	---------	---------

Check that your new profit figure is 716,523.

Select a colour to fill the revenue and expense rows.

Resave your work.

Does your work look like the example on the next page?

.....

.....

.....

.....

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Revenue					
Sales	225,315	226,784	231,408	237,616	921,123
Service Fees	185,055	157,397	119,220	112,600	574,272
					1,495,395
Expenses					
Accounting fees	1,213	1,842	1,630	2,415	7,100
Advertising		12,115		18,481	30,596
Cartage	815	2,360	4,806	4,287	12,268
Delivery expenses	2,800	2,655	2,112	3,248	10,815
Electricity	6,228	8,956	7,337	7,966	30,487
Freight	1,983	3,704	2,684	3,470	11,841
General expenses	12,853	19,734	22,516	20,864	75,967
Insurance	2,100	2,100	2,100	2,100	8,400
Rates and taxes	25,689	23,134	22,492	27,834	99,149
Wages and salaries	121,200	123,874	121,200	125,975	492,249
					778,872
Profit					716,523



Practice

Practice activity 34

Create a new spreadsheet for Qatar Computer Sales and Service.

Enter the following data.

Item name	Cost price	Selling price	Profit per item	No sold	Total profit per item
Monitor	180	315			
Keyboard	25	47			
USB	35	65			
Printer	210	515			
Digital camera	325	760			

Insert a formula in cell D2 to calculate the profit per item. Copy this formula down for each item.

Enter the following number of items sold.

Item name	No sold
Monitor	12
Keyboard	9
USB	33
Printer	7
Digital camera	18

Enter a formula in cell F2 to calculate the total profit per item. Copy this down for each item.

Insert a formula to calculate the total profit from all items.

Total profit should be 12,773. Did you get this answer?

Save the spreadsheet as 'Profit'.



Practice

Practice activity 35

Faisal earns QAR 12,300 salary per month.

Following is a summary of his average monthly expenses.

Faisal wants to save QAR 2,500 per month.

Expense	Amount
Fuel – Car	50
Repairs – Car	75
Entertainment	1,000
Living expenses	4,400
Rent	3,550
Clothing	650
Insurance - Car	220

Prepare a spreadsheet to show how much Faisal is able to save using the estimate of his expenses. Classify his expenses into the following headings:

- Rent
- Living
- Entertainment
- Car.

Prepare a bar graph showing his monthly expenses based on this expense classification.



Practice

Practice activity 36

Retrieve your 'Sales budget' spreadsheet.

Copy the actual worksheet across into a new worksheet named budget.

Enter the following budget figures into the column next to the 'Total' column.

Revenue	Budget	Variance
Sales	900,000	
Service fees	550,000	
Expenses		
Accounting fees	7,000	
Advertising	30,000	
Cartage	10,000	
Delivery expenses	10,000	
Electricity	25,000	
Freight	10,000	
General expenses	80,000	
Insurance	8,000	
Rates and taxes	100,000	
Wages and salaries	525,000	

Insert a new column with a heading called Variance.

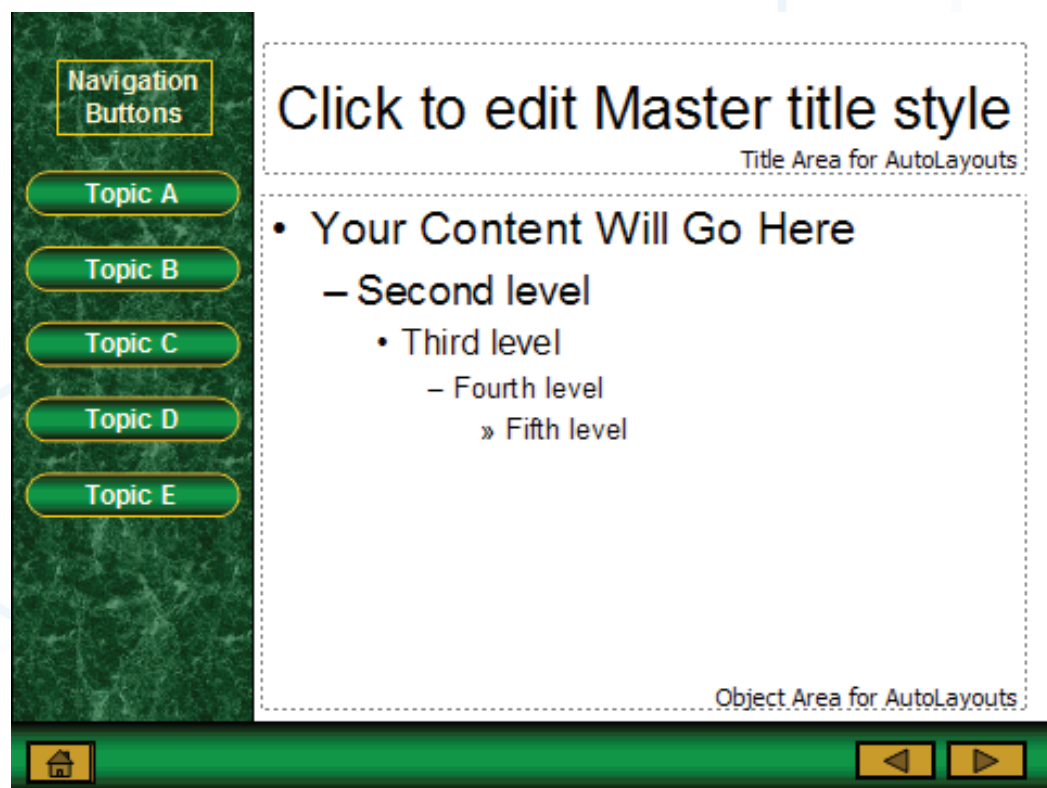
Insert a formula into this column to calculate the variance. The variance will be the budget figure less the actual total figure.

Re-save your work.

Electronic presentations

Electronic presentations are often created to accompany reports or present other information. To save much unnecessary re-entry of data, you can import the outline of your report into powerpoint. Once imported, the slides (and associated text) can be manipulated into a supportive presentation with appealing transitions and animations.

Slides may contain text, graphics, sound, movies, and other objects which may be arranged freely. The presentation can be printed, displayed live on a computer, or navigated through at the command of the presenter. For larger audiences the computer display is often projected using a video projector.



Example of a powerpoint slide

We will now create a simple presentation about yourself. Complete the following steps:

1. Open Microsoft PowerPoint.
2. In the space that reads 'Click to add title', type in your name.
3. Insert a new slide using the Title and Content format.
4. In the title section type 'My Family'.
5. Next to each of the dots in the content section, type in the name of your father, your mother, your brothers and your sisters.
6. Insert another new slide using the Title and Content format.
7. Enter the title 'Year 10 Subjects' in the title section.
8. Enter your subjects in the content section.
9. Enter a new slide using the 'Two Content' format.
10. In the title section, enter 'My Two Favourite Subjects'.
11. In each content section, enter each of your favourite subjects.
12. Enter a new slide using the 'Picture with a caption' format.
13. In the Title section, type 'My Favourite Sport' and type in your favourite sport.
14. In the picture space, insert either a photograph of you playing your favourite sport or a graphic of your favourite sport.
15. Preview the slide designs and select a design for your presentation.

People often try to include too much information into their presentations. They also try to make the slide too colourful or too busy. This will often cause the reader to lose focus and not read the important information that the presenter wants to get across to their audience.

Consider the following tips when preparing a presentation:

- Ensure your presentation has structure, with an introduction, a body and a conclusion.
- Avoid using general slide titles like 'overview' or 'introduction'. Use titles that will mean something to your audience.
- Restrict the text on your slides to the main points only. Avoid using large paragraphs of text. Twenty words, or six lines of text, is generally the maximum recommended per slide.
- Avoid the use of too many different fonts, font sizes or attributes on one slide, ie don't use bold, italics and underline on the same slide.
- Write your points using lower case letters. Don't write all in UPPERCASE, as this slows down the rate which people can read your points.
- Where possible, use pictures or diagrams rather than words to illustrate your points.
- Avoid putting too many small pictures or drawings on one slide, as this is confusing to the eye. Use one large picture instead.
- Don't use unnecessary special effects.



Use diagrams rather than words to illustrate your point



Practice

Practice activity 37

Prepare a slide presentation on one of the following topics:

- Falcon hunting
- Quad bikes in the desert
- Football in Qatar.

Your presentation must have at least six slides and should include at least one graphic or diagram etc. Observe the tips on the previous page about preparing slide presentations.

Use the presentation summary below to prepare your presentation.

Slide No.	Summary of content, graphic, diagram etc
Slide No. 1 Introduction	
Slide No. 2 Point 1	
Slide No. 3 Point 2	
Slide No. 4 Point 3	
Slide No. 5 Point 4	
Slide No. 6 Conclusion	



Practice

Practice activity 38

Review the specifications below for an iPhone 5.

Prepare a presentation using any four of the specifications as the body of your presentation. Prepare an introduction and conclusion. Use suitable graphics where appropriate.

Observe the tips about preparing slide presentations.

Capacity	16GB 32GB 64GB
Size and weight	Height 4.87 inches (123.8 mm) Width: 2.31 inches (58.6 mm) Depth: 0.30 inch (7.6 mm) Weight: 3.95 ounces (112 grams)
Location	Assisted GPS and GLONASS Digital compass Wi-Fi Cellular
Display	Retina display 4-inch (diagonal) widescreen Multi-Touch display Fingerprint-resistant coating on front
Power and battery	Built-in rechargeable lithium-ion battery Charging via USB to computer system or power adapter Talk time: Up to 8 hours on 3G Standby time: Up to 225 hours Video playback: Up to 10 hours
Headphones	Apple EarPods with Remote and Mic Storage and travel case

Most organisations will have virus protection. Because viruses are easily transferred by way of emails, it is essential to ensure that the virus protection is enabled while working with electronic mail.

SPAM refers to the sending of unsolicited emails. Virus protection software is able to detect SPAM messages and move suspected SPAM advertising to a special SPAM folder.



Practice

Practice activity 39

1. What is the name of the virus protection software on your computer at school?

.....

.....

.....

2. Locate the SPAM folder in your email directory. Do you have any SPAM files?

.....

.....

.....

Use of CC and BCC

CC is used when you want another person to be aware of the contents of an email that is addressed to other people.

BCC is used when an email is being sent to more than one person and you want the identity of the other recipients protected. Customers who consent to receiving bulk email communications still expect their contact details to be kept confidential.



Practice

Practice activity 40

You are required to work in groups of three to complete this online activity.

Meet and elect a team leader.

The team leader is to nominate a time when all team members are to meet online.

Your organisation always uses the newspaper to advertise. The manager wants to know what other unique ways the organisation could advertise its computer services.

All members of the team are to collaborate online.

The team leader needs to collate all the suggestions and email the list to your teacher.



Practice

Practice activity 41

You are required to complete a consolidation activity that will require you to use word processing, spreadsheet and powerpoint applications. You will also have to research the Internet and include this information in your documents. You will email the completed documents to your teacher.

Word processing

Part A

Type the following brochure. Proofread your work carefully. Save as 'kahramaa1'. Print a copy of your completed document.

Kahramaa and the economics of conservation Kahramaa is at the forefront in saving energy and water resources for future generations. Conservation is not only good for sustainable development but also for economic growth and development.

Kahramaa has set a target of reducing per capita water consumption by %35 and per capita electricity consumption by %20.

At a time of large-scale development and population growth, Kahramaa has managed to rein in electricity and water consumption growth in Qatar. For the first time, power consumption in the country has shown a decline during 2012.

Part B

Retrieve the document 'Kahramaa1' and make the following changes.

1. Centre the heading, change it to bold and Arial 18pt.
2. Insert the word future before the word economic on the third line of the first paragraph.

3. Delete the last two words, 'and development' from the end of the first paragraph.
4. Insert the words 'real estate' in front of the word development in the first line of the second paragraph.
5. On the last line of the second paragraph, change 2012 to 2013.
6. In the last paragraph, change the % signs to the words per cent on both occasions.
7. Except for the heading, change the word Kahramaa each time to bold and italics.
8. Reverse the order of the second and third paragraphs.
9. Insert an appropriate graphic at the bottom of the brochure.

Save your work as 'kahramaa2' and print a copy of the new document.

Part C

Retrieve the document 'kahramaa2' and make the following changes.

1. Centre the heading 'Water Conservation Tips' after the last paragraph and before your graphic. Change this heading to bold.
2. Go to the internet and find the Kahramaa website.
3. Select the awareness button and go to the awareness section on the left hand side of the page. Select awareness tips and select indoor water conservation tips.
4. Cut and paste the five conservation tips into your brochure under the heading 'Water Conservation Tips'
5. Change the 'tips' to Arial 12pt.

Save as 'kahramaa3' and print a copy of your work.

Spreadsheet

Part A

Prepare the following spreadsheet. You are required to calculate the cost of electricity for a range of different types of buildings. You will have to consult the Kahramaa website to find out the appropriate tariff for each type of building.

Kahramaa Electricity Tariffs			
Sector type	Usage	Electricity tariff	Total cost
Residential Flat	3,800		enter formula
Residential Villa	12,400		enter formula
Commercial	18,750		enter formula
Industrial	215,615		enter formula
Government	275,950		enter formula

In the total cost column you must enter the formula to calculate the total cost of the electricity based on the usage eg (usage * tariff).

Locate the Kahramaa website. Select the customers button. On the left hand side of the page, select Tariff.

Enter the appropriate tariff for each level of usage into the spreadsheet.

Your formula should calculate the total cost.

Save as 'kahramaa1' and print a copy of your spreadsheet.

Powerpoint

You are required to prepare a powerpoint presentation on either of the following:

- Renewable Energy
- Electricity Awareness Tips
- Environment Protection.

You must prepare at least six slides, including an introductory and a closing slide.
Research the Kahramaa website for the appropriate information.

You must use at least one diagram, photo etc in your presentation.

Save the presentation as 'kahramaa1' and print a copy.

Email

You are required to email your completed documents to your teacher. In your email you must:

- Enter the preferred email address of your teacher
- Enter an appropriate subject heading
- Prepare a suitable introductory paragraph
- Inform your teacher of the contents of the email
- Prepare a suitable conclusion to the email
- Attach the following:
 - The word document file 'kahramaa3'
 - The excel spreadsheet file 'kahramaa1'
 - The powerpoint file 'kahramaa1'.



Grade 10

Introduction to ICT | Semester 2

STUDENT ACTIVITIES

1. Introduction

Activity 1

Type the following paragraph using Arial 12pt font and then make the changes below.

The concept of flexible working hours is slowly but surely gaining ground in the Gulf region and human resource personnel view this as a positive step forward. Interestingly, employees have shown an increase in productivity when they were offered flexible work hour options. Studies also imply the growing need among businesses to adopt mobility solutions to capitalise on the huge benefits of working anywhere at any time.

1. Add a heading called Flexible working Hours.
2. Change the heading to 18pt font and bold.
3. Change the font for the remainder of the document to Cambria 14pt.
4. Change the word surely in the first line to steadily.
5. Change the word personnel in the second line to experts.
6. Create a second paragraph with the word studies on the fourth line.
7. Delete the word huge in the last line.

Activity 2

Proofread the following paragraph. You should be able to identify seven errors. If you cannot identify all seven errors, read the document backwards sounding out all words individually.

Circle each of the seven errors.

Flexible work hours or flexi-time offers varied advantages to both employees and employers. It allows employees to avoid the rush-hour commute, enjoy the work-life balance benefet like taking the child to school or doctor and allocating time for sports activites. One of the biggest advantages is the ability to schedule work during quit times to acheve more.

Activity 3

What is the meaning of workplace ergonomics?

--

List five problems you could have with your individual workstation.

Activity 4

Proofread the following and circle the errors. You should be able to find six errors.

Workplace safty comes before everything else. A Health, Safety and Enviroment department is esential for any company. Of course, an oil and gas company has industrial sites with much more riskly environments but lots of employees are not working on those sites. What employees need to understand is that they do not just have to be careful at work but they also have to pay attention at home as well on their way to work. we all know that the traffic is a risk totake into account. therefore safety in the workplace, on the road and at home is a daily concern.

Activity 5

Part A

Type the following paragraphs. The border is not required.

Qatar University is the country's national and major institution of higher education. It seeks to be a model national university that offers a high quality, learning-centered education.

The College of Business & Economics (CBE) at Qatar University is a premier educational institution that offers undergraduate programs, an MBA program, and executive education.

Founded in 1985, the CBE is known for academic rigor; creativity and innovation; hands-on and service learning opportunities; a firm grounding in ethics; and an applied education that prepares students to become outstanding leaders and global citizens within the ever-changing, complex, and fast-paced world of business.

Save the document as university 1 in your Word processing subfolder.

Part B

Retrieve the 'University' document and make the following changes.

1. Change all text to Arial font with 11pt.
2. Make the words 'Qatar University' in bold and italics.
3. Underline College of Business & Economics.
4. Insert and centre a heading Qatar University in Arial with 16pt and bold.
5. **Find and replace** the word 'founded' with 'established'.
6. Reverse the order of the first two paragraphs.
7. Save as University 2.

Activity 6

Part A

Create a new document and type the information below. Leave one space between the title and the list as shown. The border is not required.

Press enter after the last word "Nevada" to begin a new line.

Top 5 Vacation Destinations

Caribbean

France

Rome, Italy

Hawaii

Las Vegas, Nevada

Save as Vacation 1.

Part B

Retrieve the document Vacation 1 and make the following changes.

1. **Select** the title **Top 5 Vacation Destinations** and format to **Arial, 16** point, and **bold**.
2. **Select** the **remaining text** and format to **Arial, 12** point.
3. Select all the text and **copy** and **paste** it **three times** on your page. This will give you a total of four duplicate "Top 5 Vacation Destinations" on your page.
4. **Separate each** of the lists with **three blank lines** (ENTER)
5. Select only the list portion of the **second** "Top 5 Vacation Destinations" (beginning with the word Caribbean and ending with Nevada). Format it as a **numbered list** using the numbering feature.

6. Select only the list portion of the **third** “Top 5 Vacation Destinations” and format it as a bulleted list using the bullets feature.
7. Select only the list portion of the **fourth** “Top 5 Vacation Destinations” and format it as a bulleted list using the bullets feature. Use a **bullet style of your choice**.
8. Save the document as Vacation 2.

Activity 7

Part A

Create a new document and type the following. The border is not required.

Aims and Objectives

Mission statements, aims and objectives are used by businesses to help them achieve their long-term ambitions.

The mission statement is the dream, the ultimate goal of the business. Aims are the long-term achievements that are required for the dream to come true. Objectives are the specific steps needed to achieve each aim.

Save the document as Aims 1.

Part B

Retrieve the document, ‘Aims 1’ and make the following changes.

1. Select all the text and change the font to Calibri 14 pt.
2. Edit the title so that it reads, Aims and Objectives of Businesses.
3. Change the title to Calibri 20pt, make it bold and change it to an appropriate colour.
4. Save as Aims 2.

Activity 8

Part A

Create a new document and type the following. The border is not required.

The Different Aims of Businesses

The aim of all businesses is to be successful, but at what? This depends on:

- The mission of the business (ie what does it dream to be?).
- The size and age of the business.
- The sector the business operates in.

For example, a new business will be looking to survive its first year. An established business might be looking to become the market leader. A business working in the public sector should be focused on providing a good service. A private business might focus on making as much profit as possible.

Save the document as Business aims 1.

Part B

Retrieve the document, 'Business aims 1' and make the following changes.

1. Select all the text and change the font to Calibri 14 pt.
2. Edit the title so that it reads, aims and objectives of businesses.
3. Change the title to Calibri 20pt, make it bold and change it to an appropriate colour.
4. Save as Business aims 2.

Activity 9

Part A

Create a new document, insert a table and type the following within the table.

Health and Safety in the Workplace Environment

In the business environment it is very important to maintain the safety and wellbeing of the staff. Health and safety procedures are not just needed in factories and on building sites, but in offices as well. For example, offices must have procedures in place in case of a fire, and equipments such as fire extinguishers must be easily accessible. Staff must know what these procedures are and how to use the equipments.

Save the document as WHS 1.

Part B

1. Centre the heading and change it to bold and underline. Also change the heading font to Trebuchet 28pt.
2. Create a new paragraph from the word Health on the second line.
3. Delete the words 'For example' on the third line.
4. Use an appropriate colour to shade the table.
5. Use an appropriate colour and border width for the table.
6. Search the clipart files for an appropriate graphic and insert it at the bottom of the table below the text.
7. Save the document as WHS2.

Activity 10

Part A

Create a new document, insert a table and type the following within the table.

Business aims	Description
Survival	To survive, businesses need to work hard to find and keep customers by making sure they are better than their competitors.
Breaking even	Break even is the point where a business becomes self-sufficient, ie the money it collects in sales is equal to the money it spends on costs.
Sales	Some businesses focus on increasing sales.
Growth	Growth is another way of saying increasing sales.
Increasing market share	To increase market share a business has to sell more compared with its competitors.
Maximising profit	Profit maximisation means that a business is focused on making as much money as possible.

Save the document as Aims table 1.

Part B

1. Change the column headings to bold and Arial 16pt.
2. Adjust the column width for the first column such that the heading, Business aims, appears on one line only.
3. Shade using an appropriate colour, that part of the table that contains the column headings only.
4. Save as Aims table 2.

Activity 11

Create a new document, insert a table and type the following within the table using appropriate shapes, colours and border widths.

Save as Mission table 1.

Personal example

Mission/Aim: To be your own boss and have your own business



Objectives: To pass all subjects with very high grades.



Targets: To work hard at school, and complete all assignment tasks.

General definition

Mission/Aim: Long-term vision – what do you want to do?



Objectives: What do you need to do to achieve your mission?



Targets: Specific short-term goals to achieve your objectives

Activity 12

Create a new document, insert a table and type the following information.

Select an appropriate 'table style' from the 'design' view.

The heading is to be in bold and centred.

All text to be Arial and 12 pt.

Key Tasks of Finance Employees
Preparing sales and cost budgets for each department
Monitoring departmental budgets
Preparing regular financial reports on the amount of cash the business is holding and the profit being made
Producing sales invoices, checking and recording payments received from customers and chasing up overdue accounts
Checking, recording and paying invoices received from suppliers
Preparing payroll and paying staff salaries
Calculating taxes owed to the government
Preparing annual statutory reports

Activity 13

Display the following table using an appropriate font style and size, table style, and colored text and shading.

Insert a footer showing the full file pathway.

Save as Admin table 1.

Key tasks of administration employees
Collecting, distributing and dispatching the mail
Storing and retrieving paper and electronic records
Organizing meetings and preparing documents
Preparing documents using word processing, spreadsheet and presentation software
Sending and receiving messages by telephone and email
Making arrangements for visitors
Making travel arrangements

Activity 14

You are required to combine the contents of 4 documents into one document. We will do this by opening one document (Aims 2) and using the copy and paste function to select text from the other three documents (Business aims 2, Aims table 2 and Mission table 1) and paste it into the original document.

Complete the following instructions,

1. Retrieve the document Aims 2.
2. Open the document business aims 2.

3. Use select text to copy the document Business Aims 2 and paste it underneath the text in the document Aims 2.
4. Delete the heading 'The different aims of businesses'.
5. Open the document 'Aims table 2'.
6. Use select text to copy the table and paste it under the text in your original document.
7. Save this new document as Aims 3.
8. Open your Mission table 1 document and copy and paste the table into a new page of the original document.
9. Save this new 2-page document as Aims 4.

Activity 15

Prepare the following brochure and save as qic 1.

We are not just the
LARGEST
in the region, we are also
HIGHEST-RATED
as rated by:

**STANDARD
POOR'S &**

A

&

^A_M BEST

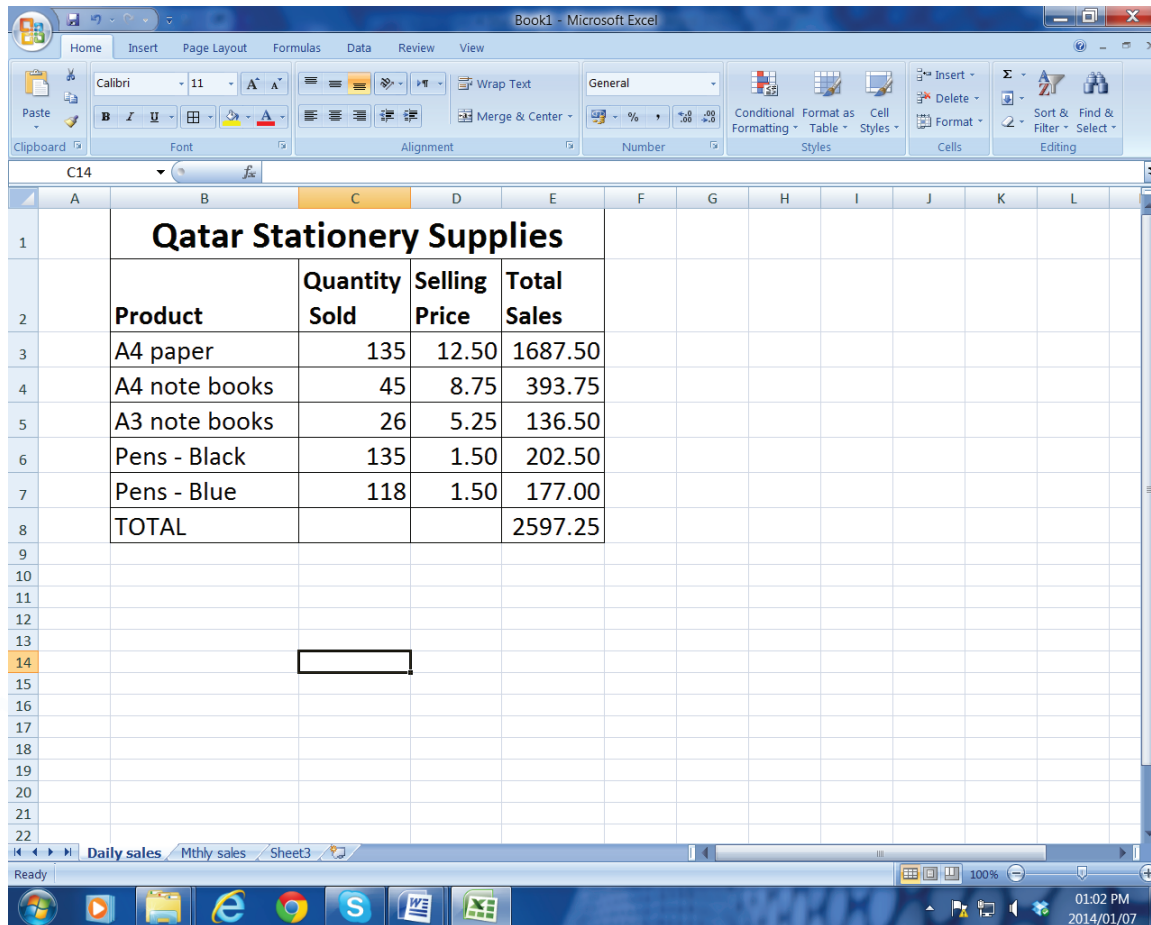
A Excellent

QIC

Qatar Insurance Company

Activity 16

Review the spreadsheet below and answer the questions on the following page.



The screenshot shows a Microsoft Excel spreadsheet with the following data:

	Qatar Stationery Supplies			
	Product	Quantity Sold	Selling Price	Total Sales
1				
2	A4 paper	135	12.50	1687.50
3	A4 note books	45	8.75	393.75
4	A3 note books	26	5.25	136.50
5	Pens - Black	135	1.50	202.50
6	Pens - Blue	118	1.50	177.00
7	TOTAL			2597.25
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				

The spreadsheet is displayed in the Microsoft Excel interface, showing the ribbon with tabs for Home, Insert, Page Layout, Formulas, Data, Review, and View. The status bar at the bottom indicates the file is 'Book1 - Microsoft Excel' and the current sheet is 'Sheet3'.

What has been entered into cell B5?

Blank area for answer.

What are the cell coordinates for the column heading Selling price?

If a cell location is D28, what row and what column will you check?

What formula would be entered into cell D4?

What formula would be entered into cell E8?

What is the name of this worksheet?

Enrichment Activities

Activity 1



Using MS-word to write a business letter

You are the sales Manager in Qatar Cotton Company, and you are required to send a business letter to Mr. Rashid owner of Splash stores and tell him about your new products with good discount .

include the structure of a business letter

Learning outcome

writing professional Business Letter.

Performance Standard

3.3 Use WORD application to write, send, reply, and forward a business letter.

Structure of a Business letter

1. Subject line.
2. Salutation.
3. Body (purpose).
4. Closure.
5. Signature.

Example 1



Example 2

Watch a video to explain how to write a professional business letter

LINK To video : <https://www.youtube.com/watch?v=7xUTguLaaXI>



Vocabulary

Salutation : a greeting in words or actions, or the words used at the beginning of a letter

Concise: Clear

Proofread: Review spelling

Etiquette: Rules

Important rules for writing a professional Business letter

1. Identify your goal

Before you write a letter, ask yourself what you want the recipient to do after they've read it. Once you've determined the purpose of your letter, you can ensure everything you include in your message supports this action.



2. Consider your audience

When you compose a letter message, make sure your tone matches your audience.



3. Keep it concise

Your audience might have little time to read through your letter, so make it as brief as possible without leaving out key information. Try not to address too many subjects at once as this can make your message lengthy, challenging to read and difficult to take action on when editing your letter.



4. Proofread your letter

An error-free letter demonstrates diligence and professionalism. Before you send a letter, take a moment to check for any spelling, grammar or syntax errors.



5. Use proper etiquette

Include a courteous greeting and closing to sound friendly and polite. Additionally, be considerate of the recipient and their time.



6. Remember to follow up

Most people receive several letters per day, so they might miss or forget to respond to your message. If the recipient hasn't replied within two working days, consider reaching back out with a friendly follow-up letter.



Model Answer

Discount offer

Good Morning

Dear Mr.Rashid

This month we are offering our most valued customers an exceptional opportunity to save on our most popular clothing line. Our records show that you have never ordered apparel with this label. Perhaps you were unaware that we carry the line. Well, we want to give you a chance to become acquainted with it.

We know you will enjoy our cotton/polyester blend that feels like superior quality soft wool but at a fraction of the price. For a limited time, you can purchase a faux wool sweater that is virtually impossible to tell from the real thing at a 25% reduction. Go ahead, take advantage of the opportunity. You won't be disappointed! Fill out the enclosed order form and we will rush your sweaters to you.

We will be pleased if you choose Q- cotton for your clothing needs .

Ali Alkawari

Sales Manager

Activity 2

By using word application Prepare and arrange the following letter :-

Use Arial 12 pt with single spacing. Customise the margins to 1.27" for both the left and right hand margins.

Ali Al-Mannai

General Manager

Dear sir

We are currently undertaking a review of our insurance policies. Can you please confirm that the policy details below are accurate.

Policy No	Type	Expiry Date	Sum Insured
QC 764924	Public Liability	December 21 2012	QR 5,000,000
QC56841	Vehicle Compre- hensive	November 15 2012	QR 155,000
QC56842	Vehicle Third Party	November 15 2012	QR 2,150
QC764854	Fire & Theft	March 2013 18	QR 685,550
QC764901	Office Equipment	June 2013 30	QR 35,865

I look forward to your response.

Yours sincerely

Mr Massoud Mohamad

Activity 3

By using word application Prepare and arrange the following letter :-

All the best,

Annie Wright

I am writing to provide formal notice of my resignation from Fielders Pharmacy. My last day will be November 14th, 2006.

I trust that two weeks is sufficient notice for you to find a replacement for my position. I would be pleased to help train the individual you choose to take my place.

Thank you for employing me for the past three years. My experience as clerk, supervisor, and floor manager has been very positive and I'm confident that I will use many of the skills I have learned at Fielders in the future.

Good morning

Dear Mrs. Waters,

If you have any concerns, please contact me at my personal email address.

Activity 4

By using word application Prepare the following invoice :-

Qatartech Company

Bill No:

customer name:

Title:

mail box:

Telephone number:

Payment method

Qty.	Item#	Description	Unit Price	Discount	Line Total
				Total	

Seller name:

Signature:

Activity 5

By using word application Prepare the following invoice :-

INVOICE NO.

DATE

BILL TO

SHIP TO

INSTRUCTIONS

Name
Street Address
City, ST ZIP
Code

Same as
recipient

Add additional instructions

Quantity	Description	Unit Price	Total

SUBTOTAL

SALES TAX

SHIPPING & HANDLING

TOTAL DUE BY DATE

Thank you for your business!

Activity 6

- ✓ **Insert shapes and change format**
- ✓ **Insert word art**
- ✓ **Insert icons**
- ✓ **Insert 3D models**



Mission/Aim: Long-term vision – what do you want to do ?

Mission/Aim: To be your own boss and have your own business.



Objectives: What do you need to do to achieve your mission?

Objectives: To pass all subjects with very high grades.



Targets: Specific short-term goals to achieve your objectives.

Targets: To work hard at school, and complete all assignment tasks.

Activity 7

By using word application Prepare the following business card :-



Activity 8

a-

- 1- In sheet 1 rename it to **Toyota** then calculate the Monthly Total
- 2- The heading is to be in **Arial** 18pt font and bold.
- 3- The heading should be merged and centered across all columns used.
- 4- The subheadings are to be in **Abadi** 12pt font and bold.

QATAR TOYOTA					
Car Sales for the month of February					
	Week 1	Week 2	Week 3	Week 4	Monthly Total
Yaris	5	3	4	4	
Corolla	5	1	2	6	
Camry	3	4	5	6	
Avalon	2	4	4	5	
Rav 4	8	4	7	8	
Fortuner	6	3	3	6	
F J Cruiser	6	5	5	4	
Prado	8	6	8	6	
Land Cruiser	10	9	6	3	
Sequoia	2	4	4	5	

b-

- 1- In sheet 2 rename it to **sales** then calculate the (total items – total for each day)

WEEKLY SALES REPORT								
QBS COMPUTER COMPANY								
ITEM	SAT	SUN	MON	TUE	WED	THU	FRI	TOTAL
LAPTOPS	15,000	12,000	13,000	10,000	9,000	16,000	17,000	
DESK TOPS	5,000	6,000	8,000	4,000	5,000	6,000	8,000	
TABLETS	4,000	5,000	8,000	8,000	6,000	5,000	10,000	
TOTAL								

2- In sheet 3 rename it to **sales** Monthly sales report then use Formula (SUM & AVER) IN The Following Table :

Monthly Sales Report								
QBS COMPUTER COMPANY								
ITEMS	SAT	SUN	MON	TUE	WED	THU	Total	AVERAGE
DELL	70000	8000	5000	9000	6000	15000		
TOSHIBA	55000	7000	4000	40000	3000	12000		
SAMSUNG	6000	6000	3000	7000	8000	90000		
TOTAL								

Activity 9

1-Use A formula (SUM & AVER) in the following table

	January	February	March	April	MAY	Total	AVERAGE
Mouse	27	38	33	27	22		
Keyboard	19	45	38	21	29		
Monitor	44	19	26	44	26		
Case	29	29	24	27	27		
Modem	25	27	26	25	26		
Printer	29	18	38	27	38		
TOTAL							
Average							

2.-Use appropriate formulae to calculate the sales, Total and Average

3.-Add currency QAR for (Unit Price) & (Sales)

Doha's Lunch Bar			
Lunch Items	Quantity	Unit Price	Sales
Sandwiches	12	5.50 \$	
Meat Pies	14	7.00 \$	
Macaroni and other Salads	15	3.50 \$	
Filled Rolls	11	10.00 \$	
Soup	13	4.50 \$	
Desserts	16	3.00 \$	
Tea	16	5.00 \$	
Coffee	14	10.00 \$	
Cold drinks	17	3.50 \$	
Total Sales			
Averages			

Activity 10

1-use manual formulas : Calculate the sum , max , min , aver

2-add one decimal FOR ALL numbers

3- add currency \$ for numbers of sales

4- add header (name) and footer (last name + class)

5- heading font (Tahoma) and size 16

6- subheading font (Calibri) and size 12

Sales 2021	Jan	Feb	Mar	Apr	May	Average	Total	Max
Current Year Expenses	85,658	74,281	48,524	65,048	75,931			
Cost of Sales	29,412	22,843	18,632	21,795	24,802			
Selling Expenses	15,651	15,843	14,739	16,882	14,927			
Admin Expenses	10,584	12,924	11,715	10,627	12,804			
Finance Expenses	5,200	5,200	5,850	5,200	5,200			
Total for every month								
Average								
Max								
Min								

Activity 11

QBS Company					
Sales for March 2021					
Product	Quantity sold	Cost price	Profit margin	Selling price	Total sales of product
DELL Desk-top	17	2000			
LG mobile device	12	2200			
APPLE Phone	10	1950			
Samsung Tab	11	1860			
Lenovo Phone	19	2500			
HP Tablet	16	3600			

Required:

1. Use the \$ currency symbol in the columns :

(cost price, profit margin, sales price, total sales of the product).

2. Calculate the following :

- A. Profit margin = $1.5 \times \text{Cost price}$
- B. Selling price = Cost price + Profit margin
- C. Total Sale of Product = Quantity Sold * Selling Price

Activity 12

Employees Salary				
Name	Salary	Salary tax	Salary bonus	Net salary
ALI	\$ 1,400			
AHMED	\$ 2,000			
NASEER	\$ 1,850			
JASSIM	\$ 1,654			
MOHAMMED	\$ 1,500			
HUSSIEN	\$ 1,900			
SAOUD	\$ 5,476			
NAWAF	\$ 3,218			
KHLIFA	\$ 1,249			
SULTAN	\$ 3,000			
YASSER	\$ 2,458			
Total				

Change page orientation to landscape for your spreadsheet.

Write your name in the header for this spreadsheet.

Write your grade/class in the footer for this spreadsheet.

The heading is to be in Arial 18pt, bold,

The subheadings are to be Arial 14pt and bold.

All numbers should in QAR, show two decimals and the thousand separators.

Change the color for heading and column headings.

Sort the table according to salary column from (smallest to largest)

Calculate the salary tax column (salary *20%)

Calculate the salary bonus column (salary *5%)

Calculate the Net salary column (salary-salary tax+ salary bonus)

Activity 13

1- Design the following table and enter data for each product

Products	Sunday	Monday	Tuesday	Wednesday	Thursday
LAPTOP	2,455	3,584	2,793	2,705	3,621
I PAD	4,581	5,141	5,842	6,745	4,873
TAB	1,404	1,864	1,739	1,557	1,815
NOTE	5,141	5,842	1,404	6,745	2,793
MOBILE	2,793	6,745	5,842	1,404	6,745

1- Change number to QAR currency

2- Insert chart (bar & column) to above table.

3-Add pie charts for items (Tab – Note)

4- Add a title to chart (sales first week)

5- Add Axis to above chart.

6- Add legend to above chart.

7- Add data labels to chart.

Activity 14

You are required to prepare a power point presentation on **Tourism in Qatar**.

Go to the home page of the "[Qatar Tourism Authority website](#)".

Click on '[Things to Do](#)' and then select '[Sight Seeing](#)'. The presentation must include 6 slides – an introduction, a conclusion and one for each sight seeing

The presentation must include at least three graphics.

Save the presentation as **Qatar Tourism**

Slide no	Summary of content, graphic, diagram etc
Slide no 1 Introduction	
Slide no 2 destination 1	
Slide no 3 destination 2	
Slide no 4 destination 3	
Slide no 5 destination 4	
Slide no 6 Conclusion	Write two sentences encouraging tourists to visit Qatar.

Activity 15

Prepare a PowerPoint presentation about the stadiums that will host the World Cup in Qatar 2022 with pictures of each stadium

Slide no	
Slide no 1 Name of stadium	Albeit stadium
Slide no 2 Location	
Slide no 3 Picture 1	
Slide no 4 Picture 2	
Slide no 5 Conclusion	Write two sentences about the stadiums.

Activity 16

Prepare a PowerPoint presentation about Parks in Qatar and choose three Parks and support the presentation with pictures and information

Slide no	
Slide no 1 Name of park	Museum Park
Slide no 2 Location	
Slide no 3 Picture 1	
Slide no 4 Picture 2	
Slide no 5 Conclusion	Write two sentences about the parks.

تصميم وإخراج
النشبل
AL SHEBL